

# Personal Waiting Room Assistant

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## Goal



Waiting rooms pose a problem because patients who come to the waiting room are in a highly stressful situation that can be heightened by a poor waiting room experience and lack of communication.

Solve our problem in a meaningful way to improve the patients' waiting room experience.

## Challenges

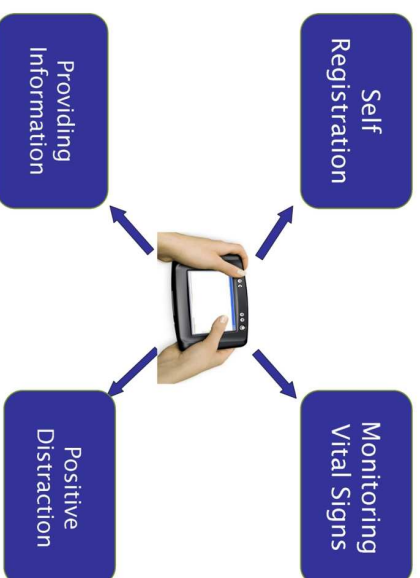
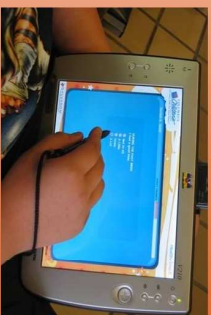


The main challenge that we encountered was trying to make sure that the product that we can up with was beneficial to the hospital in a way that would give them incentive to buy into the product, we solved this problem by including the registration piece in our product helped to make it useful for the hospital and helped to improve patient satisfaction

## Solution

The Personal Waiting Room Assistant has four components that will enhance the patients' waiting room experience.

Self Registration  
Monitoring Vital Signs  
Providing Information  
Positive Distraction

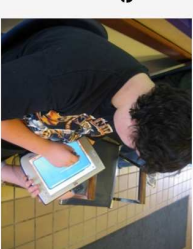


## Self Registration

- Upon receiving the ER Assistant the patient enters information into the system.
  - Questionnaire: Questions such as "What hurts?" will help determine the seriousness of the patient.
- This information will be sent to the receptionist.
- Functionality will allow for integration with the hospital's EHR

### Advantages:

- Eliminates errors
- Eliminates the time consuming paper-shuffle of the patient registration process



## Monitoring Vital Signs

- The Assistant will have an attachment that will take the patients vital signs.
- These will show on the nurses screen for the nurse to monitor while the patient is waiting.

### Advantage:

- This system will help alert healthcare providers about potentially dangerous changes in patient health.

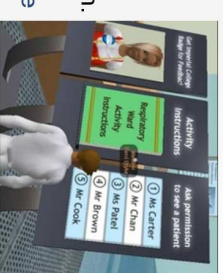


## Providing Information

- Gives Information about the wait that may be incurred and the triage process
  - Following registration the device will inform the patient about estimated wait time for the patient
  - Information about the triage process and the ED will also be given.

### Advantage:

- Communication of estimated waiting time and availability of immediate treatments for minor injuries or symptoms increases the time patients are willing to wait



## Positive Distraction

- A person can choose to tour the Hospital's ED so that they better understand the location of services within the hospital.
- One can also choose to go to Tour Cities: Paris, New York

### Advantage:

- Freedom from the idea that the patient is confined to the waiting room by travelling the world virtually.

